



City of Rochester, New York
Department of Environmental Services

At Your Service

2014-2015 Guide to Commercial &
Multi-Family Refuse Collection



**Delivering
Excellence
in Service
Every Day**



Message from the Mayor

The staff of the City's Department of Environmental Services is committed to maintaining a safe, clean

and healthy community. They work year-round to provide residents, businesses and visitors with the best city experience possible.

I would like to thank you for operating your business in the City of Rochester. You are vital to our growth and vitality. We are proud to support you with commercial refuse collection services. Whether your business is large or small, call us at **(585) 428-6928** to get details on customized refuse collection.

This issue of the **At Your Service...2014-15 Environmental Services Guide** is your one-stop source for information and important dates for residents and businesses that will help you make the most of city living.

Delivering Excellence in Service – every day – is our mission.

Sincerely,

Mayor Lovely A. Warren

Customer Satisfaction is Our Number One Goal!

Along with our dedicated team of drivers and collectors, our office staff is happy to review your current account for improvement opportunities, or to address any issues you might be having with our service. Our staff is committed to providing personalized, friendly service that assists you with your needs each time you call, fax or email us.

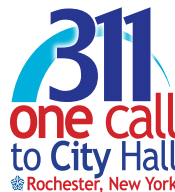
Visit our website for additional information at:

www.cityofrochester.gov/commercialrefuse

Call 428-6928 or Fax 428-6125

commercial.refuse@cityofrochester.gov

Spanish-speaking representatives available



For other public works services, call 311 from 6:30 a.m. to 11 p.m. Mon.-Fri. or 7 a.m. to 11 p.m. Sat. & Sun.

Closed Thanksgiving, Christmas and New Year's Day

Outside the city, call 428-5990

TTY 428-7600

Spanish-speaking representatives available

Bridge Maintenance, Dead Animal Removal, Graffiti Removal, Leaf Collection, Parking Meters, Pothole Repair, Snow and Ice Removal, Street Construction, Street Lighting, Street and Sidewalk Repair, Street Sweeping, Tree Maintenance (City-owned), Vacant Lot Maintenance, Water Billing, Water Emergencies, Water Meter Reading, Water Quality

Table of Contents

Refuse Service	4
Bulk Refuse Guidelines	4
Report Illegal Dumping	5
Recycling	6
Holiday Collection Schedule	7
Household Hazardous Waste	8, 9
Winter Tips	10, 11
Clean Sweep	12, 13
Special Refuse and Recycling Information ...	14, 15
Fall Leaf Collection Guidelines & Map	tear off
At Your Service Calendar	back of tear off



Delivering Excellence in Service is Our Mission!

The City of Rochester's Solid Waste Management Division offers complete and comprehensive refuse and recycling collection services. We will schedule your collection to meet your needs. All materials set out for collection must be accessible by 6:30 a.m. on your scheduled days. Call **428-6928** for further information.

Available Refuse and Recycling Containers:

- 95-gallon wheeled carts
- 2, 4, 6 and 8-yard containers
- 15 to 30-yard roll-off containers

Bulk Refuse

Occasional bulk collection may be provided for no additional fee. Customers with curbside collection must place bulk, appliances, items and excess bags of trash on the curb lawn by 6:30 a.m. on your scheduled collection day.

Customers with on-property collection can have these items serviced at the collection point if the refuse vehicle normally accesses the containers on the property. If the containers are wheeled to the vehicle and returned to the property, bulk, appliances, items and excess bags of trash must be brought to the curb lawn. All items must be at the collection point by 6:30 a.m. on the scheduled collection day.

Yard Debris

Place small quantities in your refuse receptacle. Service for larger landscaping projects is available for a reasonable fee with a boom truck or roll-off container. These services are just a phone call away.

Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence or business must be generated by that residence or business. It is illegal to place business or household refuse or recycling on public property, in a right-of-way or in a public litter receptacle.

If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and call **311** or call **428-5990** outside of the city. You could receive a \$100 reward upon conviction and redress.

Recycling

Everyone should be recycling but not nearly enough people are doing it. Recycling is a simple way to leave a better world for our children.

We encourage and promote recycling as a sound business practice. For a list of accepted items, see page 6. We offer specialized recycling services to assist our customers in recycling to the fullest extent. **(These services are listed on page 15.)**

Recycling Guidelines

Container Recycling:

- Aerosol cans (except empty pesticide or paint cans)
- Milk, juice or soup boxes
- Glass bottles and jars
- **NEW:** metal cans, pots/pans and aluminum foilware
- Defaced license plates
- Plastic containers #1- #7 **excluding Styrofoam**

Paper Product Recycling:

If it tears, it's recyclable. For example:

- Newsprint, magazines and advertisements
- Books, boxboard and flattened corrugated cardboard
- Craft, computer, colored, copier, notebook, glossy and carbonless paper
- Catalogs, brochures, file folders and pamphlets
- Wrapping paper, paper flour/sugar bags and shopping bags
- Envelopes, post-it notes, tissue boxes and shredded paper



Holiday Collection Schedule

On scheduled holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e. Monday routes will be picked up on Tuesday, etc.

There will be **no refuse or recycling collection** on the following holidays:

November 27, 2014
Thanksgiving Day

December 25, 2014
Christmas Day

January 1, 2015
New Year's Day

January 19, 2015
Dr. Martin Luther
King, Jr. Day

May 25, 2015
Memorial Day

September 7, 2015
Labor Day

November 26, 2015
Thanksgiving Day

December 25, 2015
Christmas Day



The **ecopark** provides Monroe County residents with a “one-stop drop-off” site to dispose of or recycle certain items. Ecopark is also available for businesses, churches and not-for-profits for a fee. There are two categories of drop-off services:

Regular Collections:

Available to residents only, Wednesday – Saturday, 7:30 a.m. to 1 p.m., to accept items such as:

- 1 and 20 lb propane tanks, fire extinguishers and helium tanks
- Bulky plastics
- Cooking oil and grease
- Clothing
- Curbside recyclables
- Electronic waste (cell phones, monitors, TVs, keyboards, etc.)

- Light bulbs (fluorescent, CFL, HID, tubes and ballasts)
- Mercury (thermometer and thermostat)
- Scrap metal
- Sharps and syringes
- Styrofoam

Special Collections:

Open several times a month to accept all regular collection items and Household Hazardous Waste (HHW). Appointment required for HHW. May schedule on-line or call **753-7600, option #3.**

Other acceptable items include:

- Driveway sealer
- Fuel (gas, diesel, kerosene and home heating oil)
- Photo chemicals
- Pool chemicals

The following is accepted only from households:

- Unwanted medications
- Refrigerant-containing items (\$15 fee)
- Passenger vehicle tires (\$3 fee)

NOT ACCEPTABLE at ecopark:

- 55-gallon drums
- Asbestos and asbestos shingles
- Cans of dried paint (place in trash)
- Everyday alkaline batteries (place in trash)
- Glazing/spackle & joint compounds (place in trash)
- Products intended for industrial use
- Smoke and carbon monoxide detectors (place in trash or contact manufacturer)

- Used motor oil and vehicle batteries (contact auto retailer or repair shop)

Call 911 for:

- Explosives/ Ammunition/Flares
- Black & Smokeless Powder
- Shock-Sensitive Materials

If you don't see an item here, please visit the ecopark web site at: **www.monroecounty.gov/ecopark**

Businesses, churches and nonprofit organizations will be charged a fee for special collection items and must complete a CESQG form. The form is available on the ecopark website. For more information call **753-7600, option #3.**

Winter Tips for Dumpster and On-Property Service Customers

Please be sure that there is a clean and ice-free path to your receptacle. The use of rock salt and other ice melting chemicals is encouraged in the areas around your receptacle.

If you have snow plowing done on your property, please be sure snow is not piled around the dumpster. There should be at least a two-foot path completely around your dumpster to allow for movement and hook-up to the truck.



No: access unavailable for refuse pickup



Yes: proper access for refuse pickup

Liquid that accumulates in the dumpster between services may freeze, hampering efforts to completely empty your receptacle. Keep liquid out of your receptacle and bag damp materials to minimize freezing. During cold weather, be assured that the dumpster will be completely emptied when the temperature rises enough to thaw out the contents.

Keeping ice from building up on the lids will help eliminate some of the liquid that drains into your receptacle, prevent lids from breaking and enable more efficient service.



No: overloaded and access unavailable for pickup



Yes: proper access for refuse pickup



Rochester's Clean Sweep... Showing Pride in Our City



Clean and beautiful neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to

clean up our streets and build civic pride.

During Clean Sweep, City crews sweep streets, remove graffiti, clean city properties, alleys and underpasses and repair potholes and sidewalks. They trim trees, plant flowers and spruce up city parks, playgrounds and recreation centers.

You can help too!

You can join the thousands of others who have taken part in Clean Sweep either individually, as a family, with co-workers, neighborhood, church or school groups.

Rochester's Clean Sweep takes place every spring. To volunteer, sign up online at www.cityofrochester.gov/cleansweep, call 311 or outside of the city, call 428-5990.

Mark your calendars now for the Spring Clean Sweep on **Saturday, May 2, 2015.**

Keep It Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

Litter invites crime and blight and lowers our property values. When litter is ignored and tolerated, it becomes accepted behavior.

Let's be a litter-free community by leading by example and teaching our youth about the very harmful effects of littering.

Mini Sweeps

Mini sweeps are a great way to keep the city clean after the citywide Clean Sweep is over. They are organized by the community and supported by the City. Mini Sweeps can help you and your block club or neighborhood organization improve an area that needs a little extra care.

How Does a Mini Sweep Work?

Pick a project, a date and a fun group to work with. At least two weeks before, call your Neighborhood Service Center and talk about your plan. On the day of the event, the City will drop off tools, work gloves and bags. You work, have fun and make a difference. When you finish, we will come back to pick up the tools and debris.

Contact Us

Your NSC has tools, ideas and suggestions to make your Mini Sweep a success!

Northwest NSC
71 Parkway, 1st Floor
Rochester, NY 14608
428-7620

Southwest NSC
923 Genesee Street
Rochester, NY 14611
428-7630

Northeast NSC
500 Norton Street
Rochester, NY 14621
428-7660

Southeast NSC
320 N. Goodman
Street, Suite 209
Rochester, NY 14607
428-7640



Refuse and Recycling

Please use your tear-off service calendar and map for easy reference and important dates to remember.

Refuse is defined as any non-hazardous, non-industrial, non-biomedical discard that is not collected as a recyclable.

Bulk refuse items such as furniture or other large non-appliances that do not fit into a refuse container may require boom truck service. These items must be curbside unless you have on-property collection and there is a paved parking area large enough for the vehicle to access. (A per item or per cubic yard disposal fee may be charged.)

Other refuse

Cooking oil disposal is provided by "rendering" companies. Rendering companies are listed in the yellow pages.

Used motor oil can be disposed of at auto repair shops and automotive stores.

Recycling regular household and business recyclables are listed on page 6.

Special Recycling

Appliances such as refrigerators, hot water tanks, washers, etc. placed at the curb will be recycled. Please do not place any appliances in your refuse receptacle. (There is a \$5.00 per appliance removal fee.)

Rimless tires are collected for \$2.00 per tire. Rimless passenger truck tires are collected for \$3.90 per tire. If the recycling vehicle is able to pull onto the property, tires may be collected on the property, otherwise they must be placed curbside. The service crew will order removal for you.

Pallets and Wood are recycled if they are free from contaminants such as glass, metal, paint, coatings or toxins. A hauling or recycling fee might be charged.

What We Can't Collect

Electronics such as computers, fax machines, cellular phones, etc. are not disposable as refuse. These products contain mercury, lead and cadmium. Federal and State law require them to be recycled. Electronic recycling companies are listed in the computer section of the yellow pages.

Fluorescent bulbs and tubes contain mercury and are not disposable as refuse. These are accepted from small business generators at the Household Hazardous Waste facility. For information call **753-7600**.

Customers may also check with local home improvement stores for **compact fluorescent light bulb recycling programs**. With a recycling program, the bulbs are packaged, transported and recycled to maximize safety and ensure environmental compliance.



2014 Fall Leaf Pick Up Schedule

This schedule is dependent on the weather and may change if above-normal rain or snow occurs. Check our website for daily updates at www.cityofrochester.gov/leaves



2015 Service Calendar

Holidays
Observed
by RefuseFall Leaf
Pick UpClean
SweepChip
SealingStreet
Sweeping

JANUARY

S	M	T	W	Th	F	S
				H 1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	H 19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

APRIL

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY

S	M	T	W	Th	F	S
					1	CS 2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	H 25	26	27	28	29	30
31						

JUNE

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	H 26	27	28
29	30					

DECEMBER

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	H 25	26
27	28	29	30	31		



City of Rochester

Lovely A. Warren, Mayor
City Hall, Room 308A
30 Church Street
Rochester, NY 14614-1284

PRSRT STD
U.S. POSTAGE
PAID
ROCHESTER, NY
PERMIT NO. 4380